



## **DEPARTMENT OF JUSTICE**

### **Bureau of Alcohol, Tobacco, Firearms and Explosives**

**[OMB 1140-0101]**

#### **Agency Information Collection Activities; Proposed eCollection of eComments Requested; Revision of a Currently Approved Collection; National Firearms Act Division and Firearms and Explosives Services Division Customer**

#### **Service Survey**

**AGENCY:** Bureau of Alcohol, Tobacco, Firearms and Explosives, Department of Justice.

**ACTION:** 60-day notice.

**SUMMARY:** The Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), Department of Justice (DOJ), will submit the following information collection request to the Office of Management and Budget (OMB) for review and approval in accordance with the Paperwork Reduction Act of 1995. The proposed collection OMB 1140-0101 (National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey) is being revised due to an increase in the total annual respondents, responses, and burden hours. The proposed information collection is also being published to obtain comments from the public and affected agencies.

**DATES:** Comments are encouraged and will be accepted for 60 days until [INSERT DATE 60 DAYS AFTER DATE OF PUBLICATION IN THE FEDERAL REGISTER].

**FOR FURTHER INFORMATION CONTACT:** If you have additional comments regarding the estimated public burden or associated response time, suggestions, or need a copy of the proposed information collection instrument with instructions, or additional information, please contact: Brian Andrews, National Firearms Act Division, either by mail at 244 Needy Road, Martinsburg, WV 25405, by email at [nfaombcomments@atf.gov](mailto:nfaombcomments@atf.gov), or by telephone at 304-616-4597.

**SUPPLEMENTARY INFORMATION:** Written comments and suggestions from the public and affected agencies concerning the proposed collection of information are encouraged. Your comments should address one or more of the following four points:

- Evaluate whether the proposed collection of information is necessary for the proper performance of the functions of the agency, including whether the information will have practical utility;
- Evaluate the accuracy of the agency’s estimate of the burden of the proposed collection of information, including the validity of the methodology and assumptions used;
- Evaluate whether and if so how the quality, utility, and clarity of the information to be collected can be enhanced; and
- Minimize the burden of the collection of information on those who are to respond, including through the use of appropriate automated, electronic, mechanical, or other technological collection techniques or other forms of information technology, *e.g.*, permitting electronic submission of responses.

Overview of this information collection:

- 1 *Type of Information Collection (check justification or form 83):* Revision of a currently approved collection.
- 2 *The Title of the Form/Collection:* National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey.
- 3 *The agency form number, if any, and the applicable component of the Department sponsoring the collection:*  
  
Form number (if applicable): None.  
  
Component: Bureau of Alcohol, Tobacco, Firearms and Explosives, U.S. Department of Justice.
- 4 *Affected public who will be asked or required to respond, as well as a brief abstract:*  
  
Primary: Individuals or households.  
  
Other (if applicable): Business or other for-profit, Federal Government, and State, Local, or Tribal Government.  
  
Abstract: The National Firearms Act Division and Firearms and Explosives Services Division Customer Service Survey is used to gather information about customer service provided to the firearms and explosives industry and government agencies, in order to improve service delivery.
- 5 *An estimate of the total number of respondents and the amount of time estimated for an average respondent to respond:* An estimated 23,100 respondents will take this survey annually, and it will take each respondent approximately 5 minutes to complete their responses.
- 6 *An estimate of the total public burden (in hours) associated with the collection:* The estimated annual public burden associated with this collection is 1,925 hours, which

is equal to 23,100 (total responses) \* .0833333 (5 minutes or time taken to complete each response).

7 *An Explanation of the Change in Estimates:* Due to an increase in the estimated respondents to this survey, the total annual responses and burden hours for this collection have increased from 18,200 to 23,100 and from 1,517 to 1,925 hours respectively since the last renewal in 2018.

If additional information is required contact: Melody Braswell, Department Clearance Officer, United States Department of Justice, Justice Management Division, Policy and Planning Staff, Two Constitution Square, 145 N Street NE, Mail Stop 3E.405A, Washington, DC 20530.

Dated: August 18, 2021.

**Melody Braswell,**

*Department Clearance Officer for PRA,*

*U.S. Department of Justice.*

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